

IN THE SPECIFICATION:

*Please replace the second full paragraph on page 8 of the specification with the following paragraph:*

a1 RMS 10 communicates with multiple external databases which store reservations information and transaction results. These external databases 70 include hotel data, reservations data, chain information, inventory information, rate information and the like. RMS 10 communicates with multiple Property Management Systems (PMS) 20 preferably through an Internet connection. Other communications paths are possible including dial-up access and virtual private network access. In a preferred embodiment, each hotel or each chain has a PMS system locally at the property or accessible from the property. Access is through one or more client terminals or locations 30 at the property. Alternatively, the locations 30 can represent multiple hotels in a chain that has a PMS system. The PMS systems function to control and operate local hotel management operations including, for example, the sale of rooms, financial data for the hotel and other aspects of hotel management such as housekeeping room status, etc.

*Please replace the last paragraph on page 8 of the specification with the following paragraph:*

a2 PMSs 20 and RMS 10 communicate the above information between them as reservations are made and as hotel operations continue. In some cases an interface may be necessary to allow PMS 20 to communicate with RMS 10. In a preferred embodiment, the interface functions by generating HITIS compliant data. In addition to communicating with PMSs 20, RMS 10 communicates with one or more Global Distribution Systems (GDSs) 25 such as SABRE operated by the Sabre Group or a control switch company giving access to each major GDS 25. GDSs 25 provide global access to various Central Reservation Systems. In most cases, only travel agents 35 or other authorized users have access to this system and may make reservations therethrough. However, in some cases, a consumer 40, using a home PC may link through, for example, the Internet, to access the GDS 25 in order to make a reservation. The GDS 25 to RMS

a2 10 connection may be through the Internet or through some form of dedicated line or private network.

*Please replace the last paragraph on page 9 with the following paragraph:*

~~Figure 3 illustrates databases that may exist in connection with the GRTMS of the present invention. For example, the RMS databases 250 may include an inventory and pricing database 310, a customer profile database 320, an agent information database and a reservations database 340. These databases and the way they are used is discussed in detail below. Other databases may also be added depending upon the particular implementation and operation desired.~~

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*Please replace the second full paragraph on page 10 with the following paragraph:*

of The system of the present invention preferably provides for direct connection of inventory availability to Internet and Global Distribution Systems. Hotels may reduce their dependence upon representation company reservation systems that provide call center and CRO services as these may be fully performed by staff located in the hotel's reservation center. This new capability to directly book any inventory from one location provides an ability to reduce or eliminate approximately \$14, or some significant percentage of revenue, per reservation which is currently being charged by representation companies. As more guests and travel agents book hotels directly over the Internet, the solution provided by the present invention will provide a further reduction of approximately \$9 per reservation. Hotel chains may also be able to further reduce the burden on individual properties through central management of the approximately 50% of the reservations which are believed to be directly made with the property staff. Finally, corporate relationships with tour, visitor bureau and convention companies will be improved by an ability to provide direct (and possibly electronic) service from the corporate facilities.